



2012 AGENT CERTIFICATION MEDICARE SALES SENTINEL

Gateway Health Plan User Manual

LOGIN

Medicare Sales Sentinel

- Click on the link received to bring you to this login screen.
- To register for a new account
Please click “Don’t have an account? Click here to Register.”
- Returning users will need to login by entering their username and self-assigned Password.
- Once registered, you can retrieve a forgotten password by clicking **“Forgot password?”**

MEDICARE SALES SENTINEL

Login

Don't have an account? Click Here to Register

Username:

Password:

[forgot password?](#)

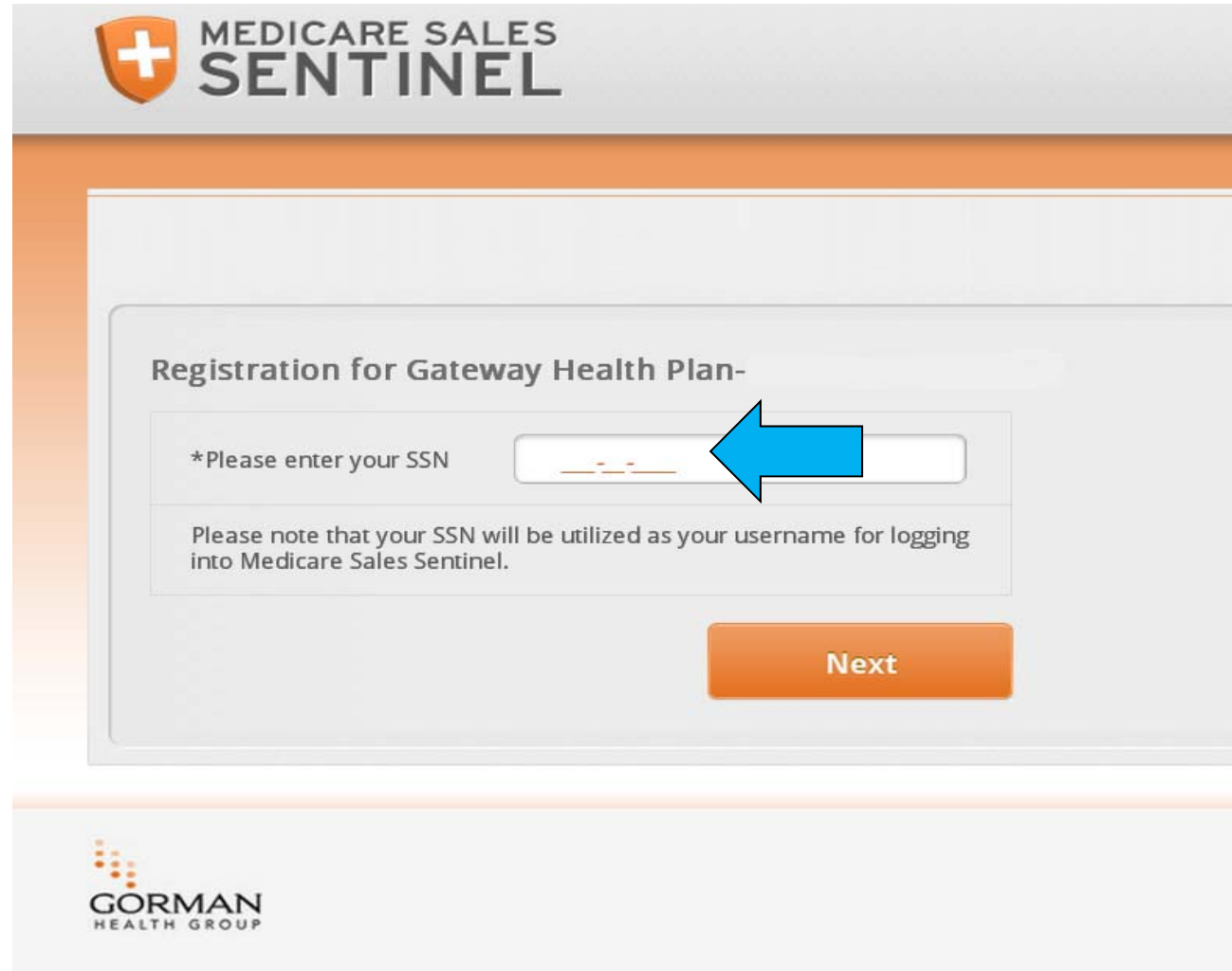
Login

GORMAN HEALTH GROUP

LOGIN

Medicare Sales Sentinel

- After clicking on “Don’t have an account? Click here to register, you will be prompted to enter your SSN
- This will be utilized as your username for logging into Medicare Sales Sentinel



The screenshot shows the Medicare Sales Sentinel registration interface. At the top, there is a header with a shield icon containing a white cross and the text "MEDICARE SALES SENTINEL". Below this is an orange horizontal bar. The main content area is a light gray box with the title "Registration for Gateway Health Plan-". Inside this box, there is a label "*Please enter your SSN" followed by a white input field with a blue arrow pointing to it. Below the input field, a note states: "Please note that your SSN will be utilized as your username for logging into Medicare Sales Sentinel." At the bottom right of the registration box is an orange button labeled "Next". The footer of the page features the GORMAN HEALTH GROUP logo, which consists of a cluster of orange dots above the text "GORMAN HEALTH GROUP".

REGISTRATION

Medicare Sales Sentinel

- First time users will need to complete the required fields on the registration form. Required fields are indicated with an asterisk.
- Passwords will be created by the user and require the following:
 - Must be at least 8 characters long and contain at least:
 - 1 uppercase letter;
 - 1 lowercase letter;
 - 1 number; and
 - 1 special character.
- Once the registration is complete you will click “**Save and Continue**” to proceed to the next step.

Registration for Gateway Health Plan- Gateway Strategies

Basic Contact Info	Home Address
*First Name: <input type="text"/>	*Address 1: <input type="text"/>
*Last Name: <input type="text"/>	Address 2: <input type="text"/>
Middle Name: <input type="text"/>	*City: <input type="text"/>
Suffix: <input type="text"/>	*State: <input type="text" value="-- Select State --"/>
	*Zip: <input type="text"/>
Mailing Address	
<input type="checkbox"/> Same as Home Address	
*Address 1: <input type="text"/>	
Address 2: <input type="text"/>	
*City: <input type="text"/>	
*State: <input type="text" value="-- Select State --"/>	
*7in: <input type="text"/>	

Username/SSN: <input type="text" value="126-54-6313"/>	
<input type="checkbox"/> Please check this box if you are registering as the principal of an agency	
Date Of Birth: <input type="text" value="___/___/___"/>	
*Email Address: <input type="text"/>	
*Verify Email Address: <input type="text"/>	
*Password: <input type="text"/>	

PROGRAM STEPS

Step-by-Step

- After registration, you will start to be pushed step by step through the required program.
- Once you complete one step, you can move to the next step by clicking **'Save and Continue'** or **'Next Step'** which is most often found at the bottom of your screen.

Program Form

Gateway Health Plan® 2012 Credentialing & Certification Introduction

Welcome to Gorman Health Group's 2012 Medicare Sales Training and Certification Program.

CMS marketing audit guidelines require that all employees and independent agents who approach Medicare beneficiaries be trained and tested in the Medicare program, on health plan benefits and procedures, and on the federal marketing requirements. Medicare plan sponsors whose employees or agents act outside these parameters risk hefty federal sanctions and having their reputations tarnished.

Gorman Health Group - the industry leader in Medicare sales agent compliance and monitoring - offers a practical solution: GHG's Medicare Sales Training and Certification Program. This comprehensive, computer-based training program has been developed by the nation's leading Medicare marketing compliance experts. GHG's Medicare Sales Training and Certification program demonstrates to CMS that your plan has trained and tested the individuals who sell your product. This in turn demonstrates to CMS a commitment by your plan and its sales agents to promote best sales practices.

From an agent perspective, not only is the program easy to use but it will arm you for the practical challenges you face as a Medicare Advantage sales agent.

What to Expect Next:

In the steps that follow you will complete your Gateway Health Plan® paperwork for the 2012 season as well as your Medicare Advantage Sales Training and Certification Program.

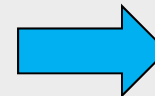
Frequently Asked Questions:

If you logout and need to return to your training you can do so by doing the following:

1. Go to www.medicaresalesentinel.com (please add this to your favorites)
2. Username is your SSN
3. Password is what you created at registration

If you have any questions about using the Medicare Sales Sentinel site, please call the Broker Sales Certification Support Line (877) - 366-1336.

Best of luck in the 2012 selling season!



















Save & Cont.

Save for Later

PROGRAM STEPS

Below are the steps needed to complete Gateway certification

- As you finish each program step, the status will change to complete and will be indicated with a green light
- Once you have completed each of the program steps, you will be able to Finish and Print

Program Steps for Gateway Health Plan-		
Name	Status	Last Activity
Welcome	 Incomplete	5/30/2012 1:22:45 PM
Code of Conduct	 Not Started	5/30/2012 1:22:45 PM
External Sales Agent Guide and Acknowledgement	 Not Started	5/30/2012 1:22:45 PM
Agent Agreement	 Not Started	5/30/2012 1:22:45 PM
W-9 Completion	 Not Started	5/30/2012 1:22:45 PM
Agent Hierarchy Form-AOC/Direct Deposit Option	 Not Started	5/30/2012 1:22:45 PM
Electronic Payment (AHC) Authorization Agreement	 Not Started	5/30/2012 1:22:45 PM
Electronic Signature	 Not Started	5/30/2012 1:22:45 PM
License Verification	 Not Started	5/30/2012 1:22:45 PM
Background Check	 Not Started	5/30/2012 1:22:45 PM
Equivalent Training Certificate Upload (Optional)	 Not Started	5/30/2012 1:22:45 PM
2012 Gateway Health Plan- HIPPA Training	 Not Started	5/30/2012 1:22:45 PM
2012 Gateway Health Plan- Fraud Waste and Abuse Training	 Not Started	5/30/2012 1:22:45 PM
2012 Gateway Health Plan- Core Medicare Certification	 Not Started	5/30/2012 1:22:45 PM
2012 Gateway Health Plan- Product Training	 Not Started	5/30/2012 1:22:45 PM
Writing Code Assignment	 Not Started	5/30/2012 1:22:45 PM
Finish and Print		

PROGRAM STEPS

Code of Conduct

- After reading the Gateway Health Plan Code of Conduct, you will be required to acknowledge that you have read and understand the requirements by signing and dating the form

11. Provide timely service to my clients with professionalism, competence, and sincerity.

12. Seek to assure that the Medicare beneficiary understands that the person discussing Medicare plan options with them is either employed, contracted or authorized through a contracted entity with Gateway Health Plan® and may be compensated based on the beneficiary's enrollment in a Gateway Health Plan® Medicare product

13. Report to Gateway Health Plan®'s Medicare Compliance Officer or the Gateway Health Plan® hotline (800-685-5235) any potential or actual misconduct, breach situation, fraud/waste/abuse, or non-compliance by any agent, potential or current member, or Gateway staff without fear of retaliation.

14. Participate in any specialized training required by Gateway Health Plan®.

15. Agree to fully and truthfully cooperate in any compliance or regulatory investigation or audit.

16. Notify Gateway Health Plan®'s Medicare Compliance Officer immediately if I am excluded from participation in Federal health care programs.

As an external sales agent under contract with Gateway Health Plan®, I acknowledge that I have read this Code of Conduct and understand the requirements and prohibitions set forth above. I agree to comply with these requirements and prohibitions, all other applicable Medicare statutes, regulations and guidelines, as well as Gateway Health Plan®'s guidelines and requirements as set forth in Gateway Health Plan® FMO/External Sales Agent Guide, as same may be amended from time to time.

***Signature**



***Date**

PROGRAM STEPS

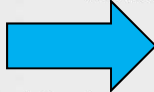
Agent Guide and Acknowledgement Form

- Agents are required to read the External Sales Agent Guide
- You may view/print the agent guide by clicking on the link provided within the form
- Once you have read the agent guide, you will be required to sign and date the form

Program Form

**Gateway Health Plan®
FMO / External Sales Agent Guide and
Acknowledgement Form**

Please click on the link below to download the required External Sales Agent Guide.



<http://www.gatewayhealthplan.com/documents/agents/SalesAgentGuide.pdf>

By signing this, Acknowledgement Form, I confirm that I have received the Gateway Health Plan® FMO / External Sales Agent Guide ("Agent Guide") and will abide by all of the requirements set forth in the Agent Guide. I also attest that I have read the Agent Guide in its entirety and that I fully understand all of the requirements and guidelines as set out in the Agent Guide. If at any time I am unclear about a requirement or guideline or have any questions concerning the Agent Guide, I will immediately consult my Sales Manager/Sales Lead for further guidance.

***Signature**

***Date**

Save & Cont. **Save for Later**

PROGRAM STEPS

Agent Agreement

- Agent will be required to fill out all necessary fields within the agent agreement.
- There are 3 sections within the agreement which will require you to input your information.
- Once all information is entered you will click the save and continue button. If there is a field missing, you will not be able to proceed until the field has been filled.

Program Form

Gateway Agent Agreement

This Gateway Agent Agreement (the "Agreement"), effective

***Today's Date**

(the "Effective Date"), is made by and between Gateway Health Plan®, LP on behalf of itself and its subsidiaries ("Gateway"), with its principal place of business at U.S. Steel Tower, Floor 41, 600 Grant Street, Pittsburgh, PA 15219 and

Agent Name

First Name

Middle Name

Last Name

Suffix

("Agent") with its principal place of business at

Agent Work Address

Address 1

Address 2

City

PROGRAM STEPS

W-9 Completion

- Agents are required to complete a W-9 Form
- You will enter the appropriate information into each of the required fields within the form
- You will not be allowed to save and continue until all of the necessary fields have been completed

Form W-9
(Rev. January 2011)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Name (as shown on income tax return)

Business name/disregarded entity name, if different from above

Check appropriate box for federal tax classification (required): ☒ Individual/sole proprietor ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶

☐ Other (see instructions) ▶

Address (number, street, and apt. or suite no.)

City, state, and ZIP code

List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number

Employer identification number

Part II Certification

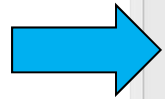
Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and

PROGRAM STEPS

Sales Agent Hierarchy Form

- After completing the required hierarchy fields shown here, you will select one of the choices from the drop down menu
- If you elect to be paid directly by Gateway Health Plan, your direct deposit form will be presented
- If you elect to have your commissions assigned to an agency, you will be presented with an Assignment of Commissions Form to be completed
- Once all information has been completed, you will click on the Save and Continue Button



**Gateway Health Plan®
Sales Agent Hierarchy Form**

Agent Name

First Name

Middle Name

Last Name

Suffix

***GA Name**

***MGA Name**

***SGA Name**

***FMO Name**

Agent will be paid commissions directly by Gateway Health Plan

Agent will assign commissions to an agency

PROGRAM STEPS

Sales Agent Hierarchy Form Continued

- After Saving the form, the message shown to the right will appear on your screen.
- The form must be approved by your FMO administrator before you can proceed.
- Once the Agent Hierarchy form has been approved by your FMO, you will be permitted to proceed to the next step.
- Should the form be denied by your FMO, you will receive an email stating the issue. You will be required to re-enter the form and adjust the incorrect hierarchy information, then re-submit for approval.



A screenshot of the 'Gateway Health Plan® Sales Agent Hierarchy Form'. At the top, an orange banner contains the text 'Administrator has been notified of your contract completion. You will be able to continue when he or she approves this contract.' with a blue arrow pointing to it from the left. Below this is a green banner with the text 'The Program Step saved successfully.' The main form area is titled 'Program Form' and 'Gateway Health Plan® Sales Agent Hierarchy Form'. It contains three sections: 'Agent Name' with fields for First Name (Sample), Middle Name, Last Name (Agent), and Suffix; '*GA Name' with a field containing 'Sample GA'; and '*MGA Name' with a field containing 'Sample MGA'.

Administrator has been notified of your contract completion. You will be able to continue when he or she approves this contract.

The Program Step saved successfully.

Program Form

**Gateway Health Plan®
Sales Agent Hierarchy Form**

Agent Name

First Name

Middle Name

Last Name

Suffix

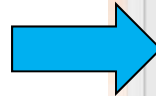
***GA Name**

***MGA Name**

PROGRAM STEPS

Selling State

- Agents are required to confirm their selling state, and enter your Pennsylvania license number.
- To confirm your selling state, simply click on the check box next to the state.



Now Completing: Gateway Health Plan- Gateway Strategies - Gateway Health Plan

Program Form

***Please select the states in which you will sell Gateway Health Plan MA Products for the 2012 selling season**

☐ Pennsylvania

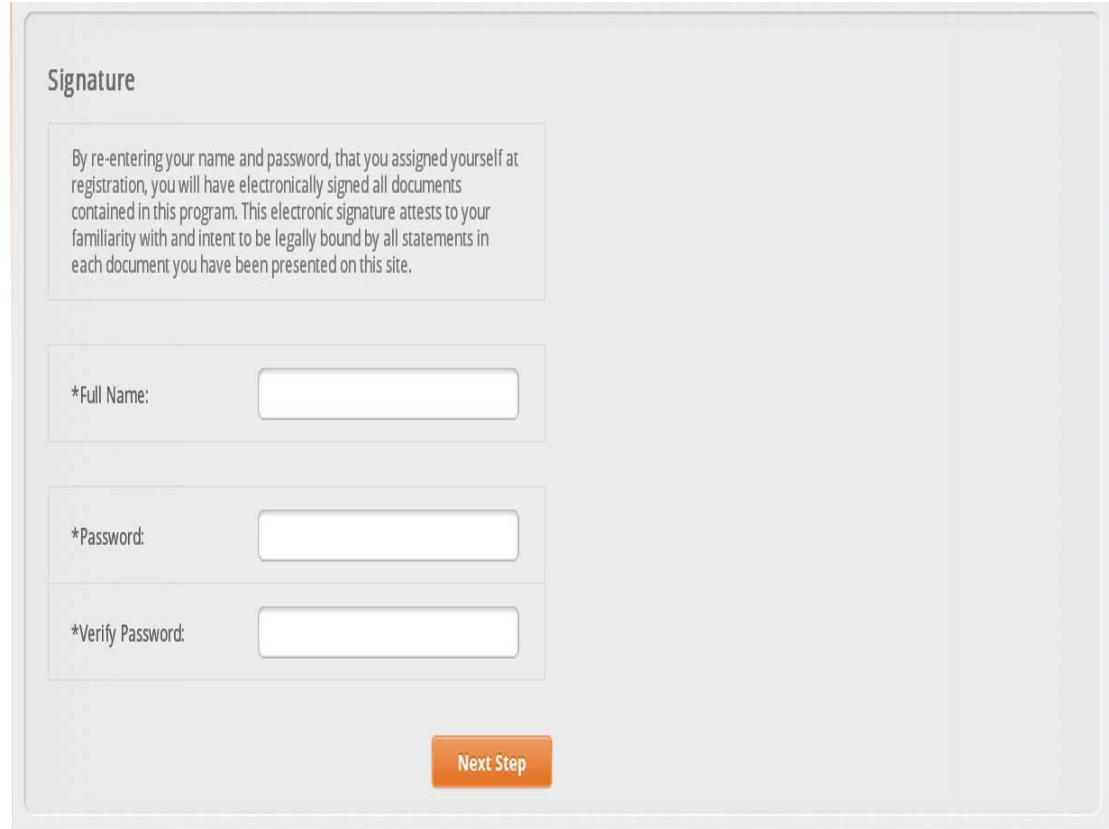
***Agent License Number**

Save & Cont. **Save for Later**

PROGRAM STEPS

Electronic Signature

- Agent will be required to electronically sign their name and enter the password which you created during registration .

A screenshot of a web form titled "Signature". The form is light gray with a white border. It contains a text box with a disclaimer, three input fields for name, password, and password verification, and a "Next Step" button.

Signature

By re-entering your name and password, that you assigned yourself at registration, you will have electronically signed all documents contained in this program. This electronic signature attests to your familiarity with and intent to be legally bound by all statements in each document you have been presented on this site.

*Full Name:

*Password:

*Verify Password:

Next Step

EQUIVALENT TRAINING CERTIFICATE


- In most programs, you will have the ability to submit an equivalent training certificate.
- To upload, you will need to click the **“Upload Icon”** and locate the electronic copy on their computer . Once the file is located the agent will click **“Upload.”**
- To fax, you will need to click the **“Fax Icon.”** A fax cover sheet will become available. You will need to print the fax cover sheet and fax it with the valid certificate to the number listed.
- You can click **“Next Step.”** once an upload or fax is completed or if the agent does not have an AHIP certificate.

Gateway Health Plan- Gateway Strategies - Gateway Health Plan Equivalent Training Certificate Upload


Instructions:
Upload your Gateway Health Plan Equivalent Training Certificate Upload in its original format to show completion.

If you need to upload your Gateway Health Plan Equivalent Training Certificate Upload for this plan year, use the link below to browse for the saved file and upload to the website, or click the Fax link to print a cover sheet with instructions for sending the certificate via fax.

Please note that if you choose to fax your AHIP certificate, the CMS Core training and exam may still be listed in your curriculum. We recommend faxing your AHIP certificate prior to beginning the Training portion of your Certification. If your AHIP is deemed invalid for this plan year, you will be required to take Core Certification training and exam.



Upload



Fax

If you do not have an AHIP Certificate, please click "Next Step" to continue.

Next Step

COURSE PAYMENT

Gorman MA Core Certification and CE Credits

- Agents who have not previously completed Gorman Core or AHIP certifications will be prompted to pay for the course.
- At this time you will have the opportunity to elect to receive 4 CE credits for completing the course. You will do so by selecting the check box shown on the right.
- Once you have completed all of the required fields, select “Send” to process your payment.
- You will receive a receipt via email.

Please click 'Pay Now' to purchase your courses and CE Credits

Curriculum	Price	Pay?
2012 Gateway Health Plan Core Medicare Training - Continuing Education Credits	15.00	<input checked="" type="checkbox"/>
2012 Gateway Health Plan Core Medicare Training - Retail	99.00	<input checked="" type="checkbox"/>

Select Resident License State Enter Your License Number

Cardholder First Name	<input type="text"/>	Address	<input type="text"/>
Cardholder Last Name	<input type="text"/>	City	<input type="text"/>
CC Number	<input type="text"/>	State	<input type="text"/>
Security Code	<input type="text"/>	ZIP	<input type="text"/>
Expiration Date(MM/YY)	<input type="text"/>	<input type="button" value="Send"/> <input type="button" value="Cancel"/>	

CERTIFICATION STEP

Completing Curriculum

- Your program will contain 4 training curricula. 3 if you have previously completed core or submitted an AHIP
- Each curricula will contain training modules followed by an exam
- Each agent is required to view each slide and score **85% or higher to pass each exam. The number of attempts**

Please complete the following courses to continue.

Cancel

Next Step

To complete a course, click on a course name, then click "Take Now". The course will open in a new window, which you may close once you are finished. When you are finished with all courses, please click "Next Step".

[My Current Enrollments](#) | [My Prior Enrollments](#)

Current Enrollments for Sample Agent

Courses you are enrolled in are listed below. Click a course title to review details or take a course.

Curriculums							
Curriculum Name ▲	Status	Topic	Expiration	Passing Score	Type	Duration	Attempts Remaining
📅 2012 Gateway Health Plan Fraud Waste and Abuse Training (0 of 2 complete)	Enrolled						
Gateway Health Plan 2012 Compliance Fraud Waste and Abuse 101 *	Enrolled			n/a	Brainshark	19:16	
Gateway Health Plan 2012 Compliance Fraud Waste and Abuse 101 Final Exam *	Enrolled	MAPD Final		85%	Brainshark	2:10	3
📅 2012 Gateway Health Plan HIPPA Training (0 of 2 complete)	Enrolled						
Gateway Health Plan 2012 HIPAA Training *	Enrolled			n/a	Brainshark	28:19	
Gateway Health Plan 2012 HIPAA Training Final Exam *	Enrolled	MAPD Final		85%	Brainshark	2:20	3
📅 2012 Gateway Health Plan Product Specific Training (0 of 2 complete)	Enrolled						
Gateway Health Plan 2012 Product Specific Training *	Enrolled			n/a	Brainshark	18:54	
Gateway Health Plan 2012 Product Specific Final Exam *	Enrolled	MAPD Final		85%	Brainshark	6:25	3

COMPLETING THE CURRICULUM

Opening Courses/Exams

- To begin a curriculum you will need to click on the Curriculum name, select the available course, and select **'Take Now'**.
- Once you select take now, the training will load in another window

Please complete the following courses to continue.

Cancel

Next Step

To complete a course, click on a course name, then click "Take Now". The course will open in a new window, which you may close once you are finished. When you are finished with all courses, please click "Next Step".

[My Current Enrollments](#) | [My Prior Enrollments](#)

Current Enrollments for Sample Agent

Courses you are enrolled in are listed below. Click a course title to review details or take a course.

Curriculums

Curriculum Name ▲	Status	Topic	Expiration	Passing Score	Type	Duration	Attempts Remaining
2012 Gateway Health Plan Fraud Waste and Abuse Training (0 of 2 complete)							
Enrolled							
Gateway Health Plan 2012 Compliance Fraud Waste and Abuse 101 Final Exam *	Enrolled	MAPD\Final		85%	Brainshark	2:10	3
2012 Gateway Health Plan HIPAA Training (0 of 2 complete)							
Enrolled							
Gateway Health Plan 2012 HIPAA Training *	Enrolled			n/a	Brainshark	28:19	
Gateway Health Plan 2012 HIPAA Training Final Exam *	Enrolled	MAPD\Final		85%	Brainshark	2:20	3

COMPLETING THE CURRICULUM

Course Details

- After selecting “Take now” the screen shown to the right will appear displaying the course /exam details.
- To begin the course/exam you will need to click continue.

GORMAN HEALTH GROUP

Learning Catalog Reports

My Current Enrollments | My Prior Enrollments

Current Enrollments for Test Us
Courses you are enrolled in are listed below

Curriculums

Curriculum Name	Enrolled	Slides Viewed	Your Progress	Required	Duration
2011 Medicare Sales Training and Certification (complete)	Enrolled	0%	0%	1%	
Module 1: Product Specific	Enrolled				
Module 1 Intro *	Enrolled	n/a	Brainshark	No Audio	
Module 1 Lesson 1 *	Enrolled	n/a	Brainshark	No Audio	
Module 1 Exam *	Enrolled	n/a	Brainshark	0:52	
Module 2: Medicare Basics	Enrolled				
Module 2 Intro *	Enrolled	n/a	Brainshark	No Audio	
Module 2 Lesson 1 *	Enrolled	n/a	Brainshark	2:11	
Module 2 Exam *	Enrolled	n/a	Brainshark	No Audio	
Module 3: Medicare Marketing Regulations & Enrollment	Enrolled				

You are about to take the following course

Course Name: Module 1 Intro
Course Description: 2011 Master
Number Of Slides: 5
Course Duration: No Audio
Completion Criteria:

Slides Viewed: 0%
Your Progress: 0%
Required: 1%

* This completion criteria has already been achieved.

Cancel Continue

COMPLETING THE CURRICULUM

Prerequisite not met

- If you select a course where a prerequisite has not been completed, this screen will display a notification letting you know that you need to complete another course before you will be able to advance to the next course. Select '**Cancel**' to return to your Current Enrollment page.

The screenshot displays the Gorman Health Group Learning Management System interface. A modal window is open, displaying a prerequisite warning: "Please complete all prerequisites prior to taking this course." The modal lists the following details:

- Course Name: Module 2 Intro
- Course Description: 2011 Master
- Number Of Slides: 5
- Course Duration: No Audio

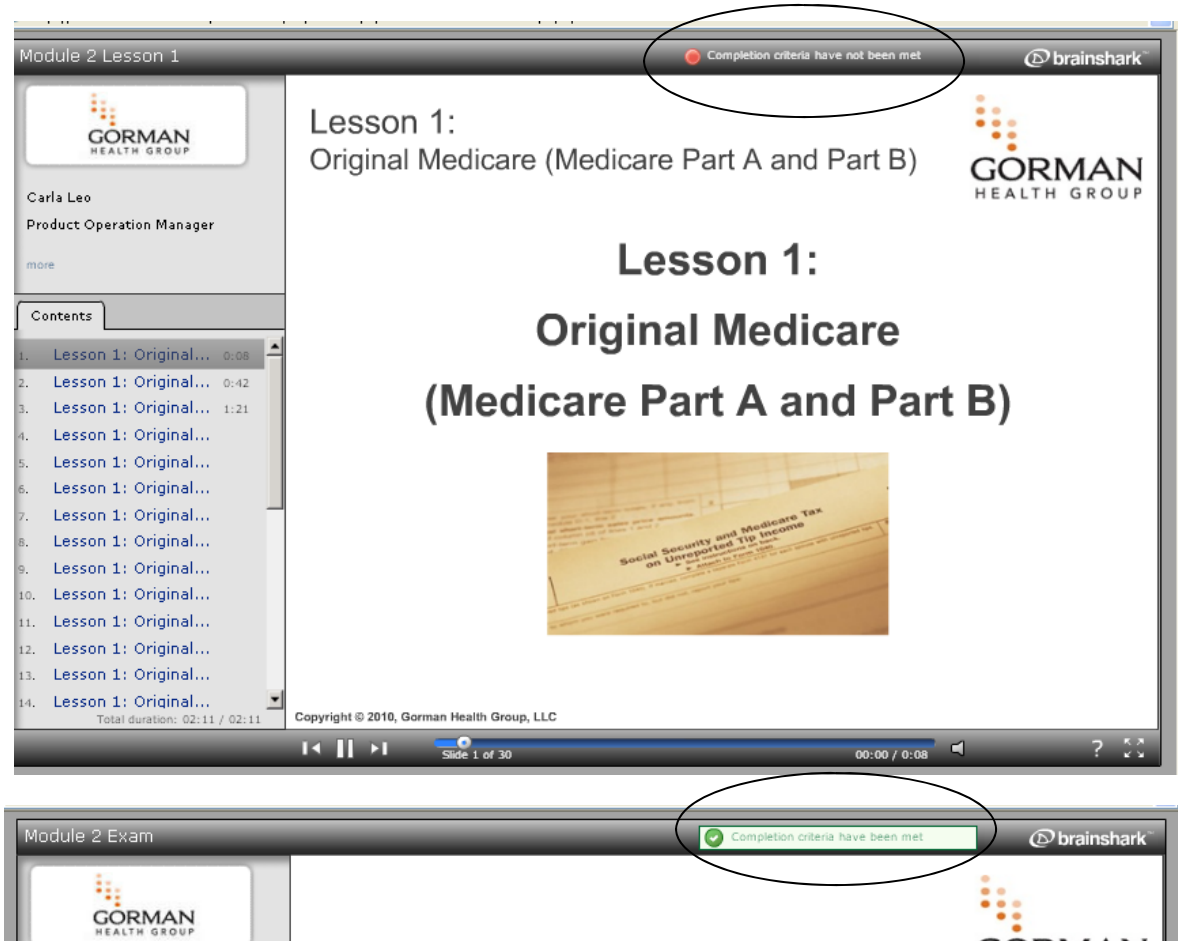
A "Cancel" button is visible at the bottom of the modal. In the background, the "Current Enrollments for Test Us" section is visible, showing a list of enrolled courses. The curriculum list is as follows:

Curriculum Name	Status	Topic	Expiration	Passing Score	Type	Duration
2011 Medicare Sales Training and Certification Program (0 of 9 complete)	Enrolled					
Module 1: Product Specific	Enrolled					
Module 1 Intro	Enrolled			n/a	Brainshark	No Audio
Module 1 Lesson 1	Enrolled			n/a	Brainshark	No Audio
Module 1 Exam	Enrolled			n/a	Brainshark	0:52
Module 2: Medicare Basics	Enrolled					
Module 2 Intro	Enrolled			n/a	Brainshark	No Audio
Module 2 Lesson 1	Enrolled			n/a	Brainshark	2:11
Module 2 Exam	Enrolled			n/a	Brainshark	No Audio
Module 3: Medicare Marketing Regulations & Enrollment	Enrolled					
Module 3 Intro	Enrolled			n/a	Brainshark	No Audio

COMPLETING THE CURRICULUM

Course/Exam Window

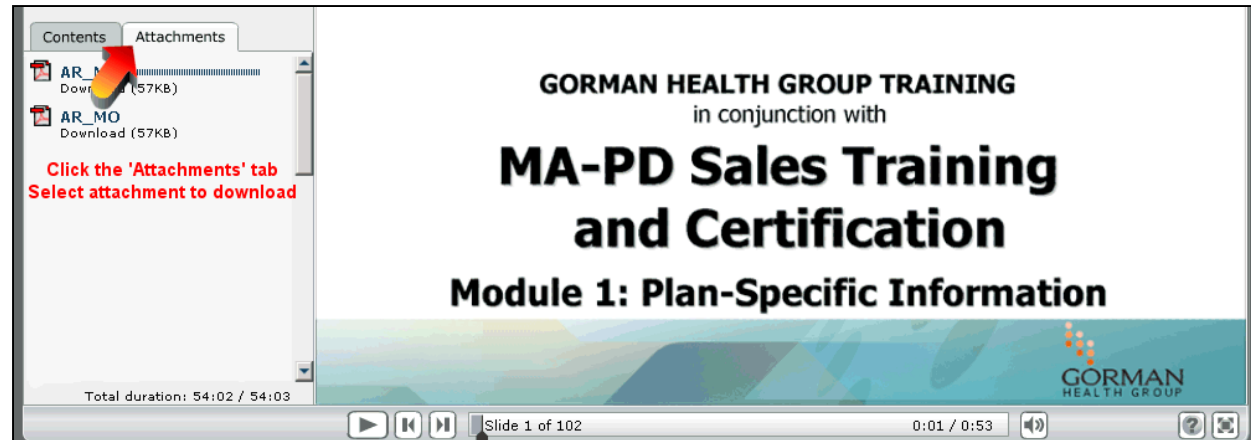
- Before you start the training, please make sure that **your volume is on**.
- **Completion Criteria Indicator:** The completion criteria indicator is displayed in the upper right hand corner of the Module Window. **RED** indicates that the completion criteria has not been met. The indicator will turn **GREEN** when you have met the completion criteria for the module.



COMPLETING THE CURRICULUM

Attachments Tab

- **Attachments Tab:** During all of the Module trainings, there are two tabs displayed on the left-hand side of the window. One is titled 'Contents' and the other is titled 'Attachments'. The attachments listed can be downloaded to help you during the training.
- Simply click on one of the attachments listed to open or save the attachment to your PC.



COMPLETING THE CURRICULUM

Interactive Course Slides and Exam Questions

- Select an answer and then click “**Submit**” at the bottom right corner of the screen.
- A message will be displayed indicating if your answer is correct or incorrect.

MA-PD M1: Plan-Specific Information Powered by Brainshark

GORMAN HEALTH GROUP

Contents Attachments

1. Welcome 0:53
2. MA-PD Sales Training ...0:
3. MA-PD Sales Training ...0:
4. MA-PD Sales Training ...0:
5. MA-PD Sales Training ...0:
6. Module 1: Plan-Specif...0:
7. Pre-Quiz 1
8. Pre-Quiz 2
9. Pre-Quiz 3
10. Pre-Quiz 4
11. Lesson 1: History of...0:53
12. Lesson 1: History of...1:15
13. Lesson 1: History of...0:48
14. Lesson 1: History of...0:11

Total duration: 50:54 / 54:03

What is an MA-PD?

☐ a. A stand-alone Prescription Drug Plan
☐ b. A Medicare Advantage Prescription Drug Plan
☐ c. A Medicare+Choice Plan
☐ d. Both A and C

Click submit after you make a selection

Submit

Slide 8 of 102

COMPLETING THE CURRICULUM

Curriculum Completion

Here are some more details on how your trainings are compiled and what they consist of.

- **Curriculums are made up of modules and exams. Each of your curriculums will have a specific set of completion criteria guidelines that are set by Gateway Health Plan. You may have more than one curriculum in your Current Enrollment Screen.**
- Modules will contain courses (or lessons) and have prerequisite requirements and completion criteria. Completion criteria is also defined by the amount of the material within each course that must be viewed and/or the amount of audio. These criteria can be found under 'Course Details.'
- Exams follow each module of the curriculum and are very helpful study resources. Exams have a minimum passing score (85%) in order to consider complete. You will have 3 attempts to pass each exam.

COMPLETING THE CURRICULUM

Exams

- You will be able to review your course materials prior to selecting the exam.
- After your review of the modules, click on the exam link. Once you begin the exam, you must complete it in its entirety. **Ending the exam without completion may result in a failing score and will count towards one of your opportunities to pass the exam.** You will be able to review the course material again, if needed, prior to taking the exam a second time.
- **Number of Attempts:** You will be limited 3 attempts to complete each exam.

inshark.com/brainshark/vu/view.asp?pi=23092499&tx=preview&dm=1&slid=3

MA-PD Sales Training and Certification Final Exam

- *Once you advance past this slide to the first exam question, it will count as a Final Exam Attempt and you **MUST** complete the entire exam within a single session.*
- If you score less than **85%**, you will only be allowed one retake of the Final Exam to receive a passing score.
- Your score will be provided upon completion of the Final Exam and your results will be sent to your organization. Upon passing, you will also be able to print a Certification of Completion.
- **If you are not ready to complete the Final Exam, please close this browser window to return to the Curriculum Overview page.**



To receive Certification you must complete the review of all required training courses and must pass all exams with a minimum score of 85%.

CURRICULUM COMPLETION

Completing Curriculum

- After you have completed all required courses and exams with a passing score of 85% or higher, You can click “**Next Step**” to proceed.

Please complete the following courses to continue.



To complete a course, click on a course name, then click "Take Now". The course will open in a new window, which you may close once you are finished. When you are finished with all courses, please click "Next Step".

[My Current Enrollments](#) | [My Prior Enrollments](#)

Current Enrollments for Sample Agent

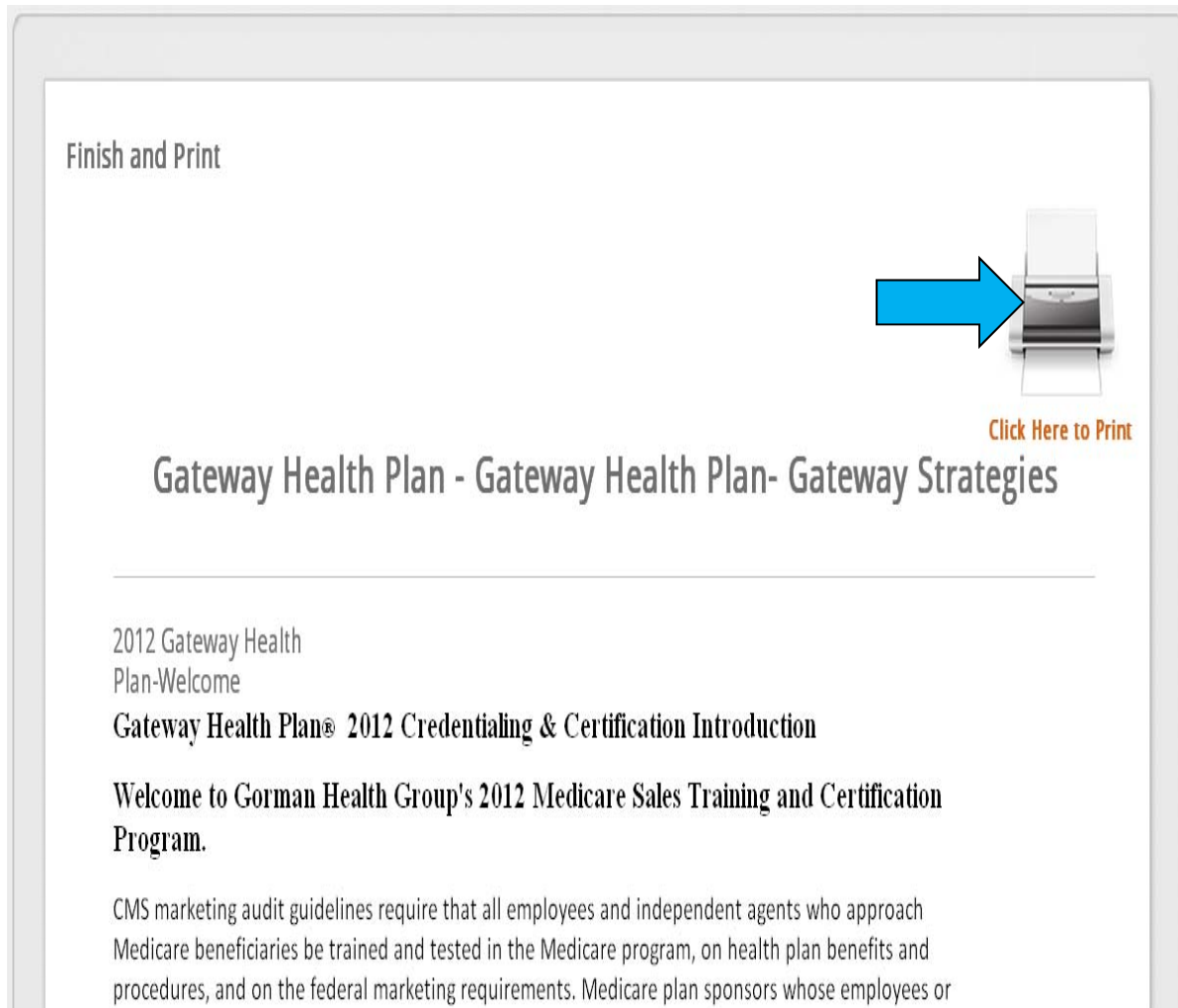
Courses you are enrolled in are listed below. Click a course title to review details or take a course.

Curriculums							
Curriculum Name ▲	Status	Topic	Expiration	Passing Score	Type	Duration	Attempts Remaining
2012 Gateway Health Plan Fraud Waste and Abuse Training (0 of 2 complete)		Enrolled					
Gateway Health Plan 2012 Compliance Fraud Waste and Abuse 101 *	Enrolled			n/a	Brainshark	18:16	
Gateway Health Plan 2012 Compliance Fraud Waste and Abuse 101 Final Exam *	Enrolled	MAPD Final		85%	Brainshark	2:10	3
2012 Gateway Health Plan HIPAA Training (0 of 2 complete)		Enrolled					
Gateway Health Plan 2012 HIPAA Training *	Enrolled			n/a	Brainshark	28:19	
Gateway Health Plan 2012 HIPAA Training Final Exam *	Enrolled	MAPD Final		85%	Brainshark	2:20	3
2012 Gateway Health Plan Product Specific Training (0 of 2 complete)		Enrolled					
Gateway Health Plan 2012 Product Specific Training *	Enrolled			n/a	Brainshark	18:54	
Gateway Health Plan 2012 Product Specific Final Exam *	Enrolled	MAPD Final		85%	Brainshark	6:25	3

PROGRAM COMPLETION

Finish and Print

- Once you completed all required information the “**Finish and Print**” screen will become available.
- This screen will allow you to print a record of all completed program steps.
- To print this page, you will need to click on the **Printer Icon** indicated with the blue arrow.
- This is the Final step in 2012 Agent Certification Process.



MEDICARE SALES SENTINEL

Additional Information – My Programs Tab

- After logging in, returning users will be taken directly to the My Programs tab.
- The My Programs tab will display what steps are required to be completed for each program by clicking on the Program Name.
- The **Status** indicates if the step has been completed, is incomplete, or has not started or is not required.
- If an agent needs to complete a Program Step, the step can be accessed by clicking directly on the **step name**. The Agent will be taken directly to the Program step if the prerequisite has been met.

MEDICARE SALES SENTINEL

My Programs | My Profile | Documents | Agent Admin | Plan Admin | Reports | System Admin

Whitney St. Jean (Focus: Whitney Lehman) LOG OUT= Turn Off Focus

My Programs

Program Name	Health Plan	Status	Last Activity	Current Step
<u>Demonstration Program</u>	Demonstration Plan	Complete	8/17/2011 5:31:17 PM	Finish and Print

Program Steps for Demonstration Program

Name	Status	Last Activity	Date Completed
Welcome!	Complete	8/17/2011 5:31:17 PM	8/2/2011 10:41:55 AM
Demonstration Selling State	Complete	8/17/2011 5:31:25 PM	8/2/2011 10:42:11 AM
Complete your W-9.	Complete	8/17/2011 5:31:42 PM	8/2/2011 10:43:31 AM
Electronic Signature	Complete	8/2/2011 10:43:47 AM	8/2/2011 10:43:47 AM
Demo License Check	Complete	8/17/2011 5:32:06 PM	8/2/2011 10:43:57 AM

MEDICARE SALES SENTINEL

Additional Information – My Profile and Documents Tabs

- The “**My Profile**” tab will display what you completed on the registration screen. You can make changes such as the spelling of a name, an address and recreate a password.
- The “**Documents**” tab will contain any documents/forms you have uploaded or faxed to the Medicare Sales Sentinel site.

The screenshot shows the Medicare Sales Sentinel web application. At the top, the logo features a cross in a shield next to the text "MEDICARE SALES SENTINEL". Below the logo is a navigation bar with three tabs: "My Programs", "My Profile", and "Documents". The "My Profile" and "Documents" tabs are circled in red. Below the navigation bar, the user's name "Whitney St. Jean (Focus: Whitney Lehman)" is displayed on the left, and "LOG OUT" and "Turn Off Focus" links are on the right. The main content area is titled "User Admin: Add/Edit User" and contains a form with the following fields: "USER ID:" (1282), "Email Address:" (wstjean@gormanhealthgroup.com), "User Type:" (Agent), "First Name:" (Whitney), "Middle Name:" (empty), "Last Name:" (Lehman), "Suffix:" (empty), "New Password:" (empty), "Repeat New Password:" (empty), "Secret Question:" (What is your favorite color?), and "Secret Question Answer:" (green). A "Reset Password" button is located next to the password fields.

Need Support?

Call: (855)-264-9667

Weekdays 8am – 5pm ET

Gorman Health Group is a national health care and federal programs consultancy staffed by subject matter experts, former health plan executives and seasoned regulators. For 15 years, hundreds of clients serving millions of consumers have leveraged GHG's strategic counsel and technology solutions to achieve growth objectives, maintain compliant operations, improve market positions, and advance profitability.

